Financial Transactions and Reports Analysis Centre of Canada

Centre d'analyse des opérations et déclarations financières du Canada

F2R Electronic Reporting User Guide

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1. About this Guide

The FINTRAC online reporting mechanism is called "F2R." This application provides reporting entities (such as your organization) with a reliable mechanism to file reports through the Internet. This secure, online tool simplifies the reporting of financial transactions for the many individuals and businesses that are obliged to do so under the *Proceeds of Crime (Money Laundering) and Terrorist Financing Act* (the Act). It also ensures that FINTRAC receives the highest quality information for the detection and deterrence of money laundering and terrorist activity financing.

1.1. Who should read this guide?

This guide has been created to provide practical information to F2R users and administrators. Some sections of this guide apply to all F2R users, while other sections apply only to the designated F2R Administrator.

1.2. What is the purpose of the guide?

The purpose of this guide is to assist F2R users in navigating the F2R application. The first time you refer to this document, you should follow the instructions from start to finish in their entirety. As you complete the preliminary activities, you will quickly become comfortable with F2R's processes and procedures.

This Guide does **not** provide systematic directions for filling out the reports in F2R. It should therefore be used in conjunction with the FINTRAC reporting Guidelines. These may be found on the **Guidelines** page on FINTRAC's Web site - http://www.fintrac-canafe.gc.ca.

In addition to using the Guidelines as a resource, the F2R online reporting program also features "field-by-field" instructions that are provided throughout the application whenever they are required.

Should you encounter a situation or description that is unclear, please refer to Section 8 of this guide – *How to Contact FINTRAC*.

2. Enrolment

Reporting entities must enrol with FINTRAC in order to submit reports electronically. To complete this enrolment, FINTRAC will assign you an organization number. This number can also be used for submitting reports in "batch" mode, if your organization makes use of this mode of reporting. To find out more about batch reporting, see FINTRAC's guidelines, which are available from its main Web site (http://www.fintrac-canafe.gc.ca).

If you are not yet enrolled with FINTRAC, please contact us (as explained in Section 8 of this guide – *How to Contact FINTRAC*) to start the process.

When you enrol with FINTRAC, you will need to provide the name of a person who will be responsible for your F2R reporting under the Act and associated regulations as the F2R Administrator. Naturally, this person could be you.

The F2R Administrator is responsible for adding all of the locations where reportable transactions take place with relation to your organization, adding new users, and monitoring all reports returned by FINTRAC for further action.

The function of the F2R Administrator is fully explained in Section 3 – *Roles within F2R*.

3. Roles within F2R

There are four possible user roles within F2R. This section provides a detailed explanation of these four roles. As the reporting entity, you have the right to decide which user roles should be assigned to whom. The role of F2R Administrator is defined by FINTRAC, and is the only absolute requirement for a reporting entity. The F2R Administrator Assistant role is also assigned by FINTRAC. The remaining roles are optional, and may be assigned as required by your organization.

3.1. F2R Administrator

There is only one F2R Administrator per reporting entity. The F2R Administrator oversees all of the users and their use of F2R. The person who holds this role is responsible for adding all of the locations where reportable transactions take place, adding all new users and their information, and monitoring all reports returned by FINTRAC for further action (called "Reports returned for further action" or "RRFAs").

The F2R Administrator can perform the following tasks:

- Create and deactivate users;
- Assign users one of the following roles:
    - Verification and Submission Officer (VSO),
    - Data Entry Officer (DEO);
- Maintain the reporting entity's location information (for example, branch addresses);
- Create reports and submit them directly to FINTRAC;
- Request that specific reports be returned by FINTRAC for change, and view these reports in the "Requested for change" report list;
- View all reports in the “Reports awaiting verification” report list, and take action on or reassign them for action;
- Create and modify report templates, including those created by other users;
- View all reports in the “RRFA” (Reports returned for further action) report list, and reassign any report returned by FINTRAC for further action to any user (including the F2R Administrator role); and
- View all reports in the "Incomplete reports" list and update, change, or delete them.

The F2R Administrator should notify FINTRAC immediately if the role of either F2R Administrator or F2R Administrator Assistant needs to be reassigned.

3.2. F2R Administrator Assistant

This role is designed for large reporting entities. There may be up to two F2R Administrator Assistants per reporting entity. This person performs a support role to the F2R Administrator to help with administrative responsibilities. This role is also defined by FINTRAC by request of the reporting entity.

An F2R Administrator Assistant does not have access to reporting functions, but may undertake the following tasks:

- Create and deactivate users;
- Assign users one of the following roles:
    - Verification and Submission Officer (VSO),
    - Data Entry Officer (DEO); and
- Maintain the reporting entity's location information (for example, branch addresses).

3.3. Verification and Submission Officer (VSO)

The VSO is able to create and submit reports, approve reports completed by Data Entry Officers (DEOs), create templates, and request that reports be returned by FINTRAC so that changes

may be made. The F2R Administrator or the F2R Administrator Assistant creates this role. A reporting entity can have as many users of this type as required.

VSO users can accomplish the following tasks:

- Update location details, if permission has been granted to do so;
- Create reports and submit them directly to FINTRAC;
- Create report templates and modify templates that they created;
- Request that a report be returned by FINTRAC for change, and view these reports in the "Requested for change" report list;
- View all reports in the ”Reports awaiting verification” list, and submit or reassign them;
- View all reports in the “RRFA” (Reports returned for further action) report list, and take action on, or reassign them for action; and
- View their own reports in the "Incomplete reports" report list, and update, change or delete them.

3.4. Data Entry Officer (DEO)

The DEO can key reports, and send them to a list to await verification by another user. The F2R Administrator or the F2R Administrator Assistant creates this role. A reporting entity can have as many users of this type as required.

DEO users can accomplish the following tasks:

- Create reports and submit them to the “Reports awaiting verification” report list;
- Update location details, if permission has been granted to do so;
- View their own reports in the “RRFA” (Reports returned for further action) (if the reports have been assigned to them by the F2R Administrator), and subsequently take action on them; and
- View their own reports in the "Incomplete" report list, and update, change or delete them.

4. F2R Log On

This section of the guide describes the "log on" process for F2R. Here, you will find details about the information that is required to log on to F2R, and the procedures to follow if you do not have this information.

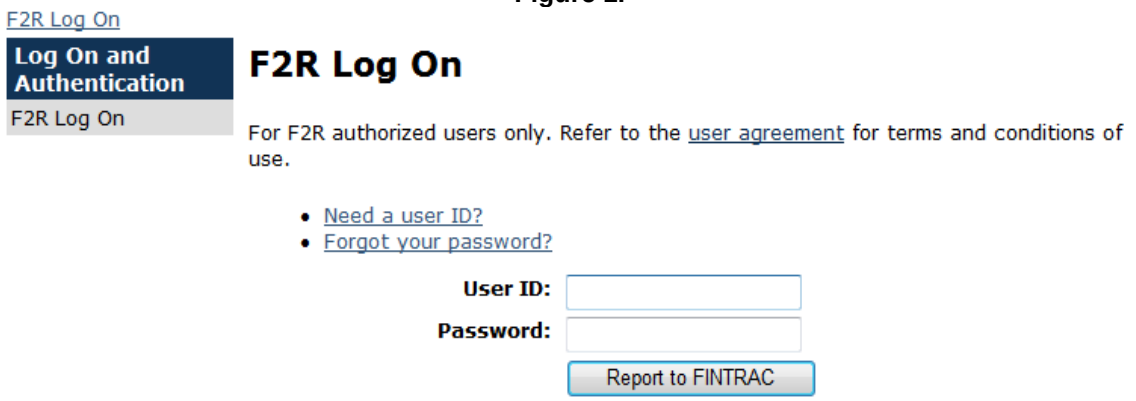
You will discover password requirements, how to change your personal password, and how to recover your password, as well as how to "log off" from F2R.

4.1. Information you need for log on

You can access F2R from the **F2R** option of the **Reporting** page on FINTRAC's Web site (http://www.fintrac-canafe.gc.ca). Logging on will move you from FINTRAC's public Web site to the F2R secure online application. The **F2R Log On** screen will be displayed (Figure 1).

You may want to bookmark the **F2R Log On** page for future use.

Figure 1.


F2R Log On
Log On and Authentication
F2R Log On
F2R Log On
For F2R authorized users only. Refer to the user agreement for terms and conditions of use.
Need a user ID?
Forgot your password?
User ID:
Password:
Report to FINTRAC

When you enrolled with F2R, you received the following information from FINTRAC:

- Your unique **user ID** (which identifies you to F2R as an individual); and
- Your **password** (which ensures your security and privacy within F2R); this is a temporary password that must be changed the first time you log on.

When you have entered the two required pieces of information, select the **Report to FINTRAC** button.

4.2. F2R Environments

F2R features two environments: **Report to FINTRAC** and **Practice Environment**. Only **Report to FINTRAC** enables you to create users, maintain location information, and submit reports to FINTRAC. You actually log on to this environment.

The **Practice environment** page allows you to experiment with the report creation process; it will acquaint you with the information required by FINTRAC. You can move from one environment to the other on either the **Home** page or the **Reporting** page by selecting the paragraph describing the environment.

4.2.1. Report to FINTRAC

This is the reporting environment. All information entered here is either saved in F2R or transmitted to FINTRAC. This operational mode is used to create users, maintain location information, and report to FINTRAC. Essentially, you log on to this environment.

4.2.2. Practice Environment

This provides an option to practice using F2R without submitting information to FINTRAC. All reporting functions in F2R may be simulated, but the data from the practice environment **will not** be submitted to FINTRAC. To access the practice environment, select the paragraph describing it on the **Home** page, or the **Reporting** page.

4.3. The first time you log on to F2R

For your first log on only, you will be directed to read and accept the **User Agreement for FINTRAC Web Reporting**. Please take the time to read the agreement, and ensure that you are in a position to comply with its terms.

If you are in a position to comply with the terms of the agreement, select **I Accept**.

You will then be directed to change your temporary password.

If you are **not** in a position to comply, select **I Decline.** Your log on will be cancelled. Please contact FINTRAC as described in Section 8 of this guide – *How to Contact FINTRAC*.

4.4. Assigning and changing your password

Due to the confidential nature of FINTRAC reporting, your new password must satisfy a series of criteria to ensure privacy and security. Your new password must:

- Have between eight and 32 characters;
- Have at least one uppercase letter (for example, "A," "B," "C," etc.) and one lowercase letter (for example, "a," "b," "c," etc.);
- Have at least one numeric character (for example, "1," "2," "3," etc.);
- Have at least one "special" character (for example, "#," "$," "&," etc.);
- Have fewer than three consecutive identical characters (for example, "AA," but not "AAA," etc.);
- Differ from any of the last eight passwords that you have used.

In addition, your password cannot feature any three consecutive characters from your user ID. For example, if your "User ID" is "**jonesp**," you cannot use "jon," "one," "nes," or “esp” as part of your revised password.

As you key in your new password, you can ensure that you are meeting the password requirements by looking at the list of criteria at the top of the screen. The circle ( ) with an exclamation mark next to a particular criterion is transformed into a circle with a check mark through it as soon as the specific criterion has been satisfied. After you submit all the information required to change your password, a message will appear at the top of your screen confirming that the change has been made.

The next time you log on, you will be taken to the **Home** page.

The temporary password will expire 30 days after being assigned. If you have not selected a new password within this period select **Forgot your password?** on the **F2R Log On** page. You will then be directed to the **User information** page where you can undertake the password recovery process.

As an authorized F2R user, you can change your own password at any time. To accomplish this, select **Administration** and **Change password**. Enter your current password, followed by your new password twice. If you have forgotten your password, refer to Subsection 4.6.

4.5. Log off

To log off from F2R, select **Log off** from the menu bar to the left of the F2R window. F2R will display a notice to confirm your request to log off. If you select any other option in the left menu, your session will continue, and you will remain logged on. If you select the **Proceed with log off**

button, you will be logged off from F2R. To return to F2R, you will need to go through the log on process again

4.6. Password recovery process

If you ever forget your password, select the **Forgot your password?** hyperlink on the **F2R Log On** page. You will then be directed to the **User information** page. Once you submit your User ID, a new temporary password will be sent to you.

As with your initial log on, you will need to change this password the first time you use it to log on to F2R. See Subsection 4.4.

4.7. General screen navigation

Many features in F2R are to increase your convenience of use. The users, locations and reports listings provide an array of columns and line items.

- If you select any column heading, it will be highlighted, and a small arrow will appear to the right. Select the arrow, and you will see a drop-down menu asking whether you wish to sort the entire listing, by the highlighted criterion, in ascending or descending order. Once you make your selection, the listing will be resorted.

- To help you find the information you need, you can resize the columns in each list. Select any partition between columns and move it left or right. The column itself will become either wider or narrower according to your actions.

- In addition, columns may be moved to any other location in the listing. Select a column heading, and move it left or right. At first, the heading will feature a circle with a slash mark through it. As soon as the heading has reached a valid location, a circle with a check mark will be displayed, and a pair of arrows will indicate its destination. Deselect the heading – the column will appear in its new location. The other columns will be moved to make room for it. The listing will revert to its original sequence the next time you log on.

- F2R features “breadcrumb trails.” These consist of a series of hyperlinks at the top of the screen, for example:

  Home > Reporting > RRFAs > RRFA summary

  The last hyperlink indicates your current location within F2R. You can select any of the preceding hyperlinks to return to their relative location within F2R.

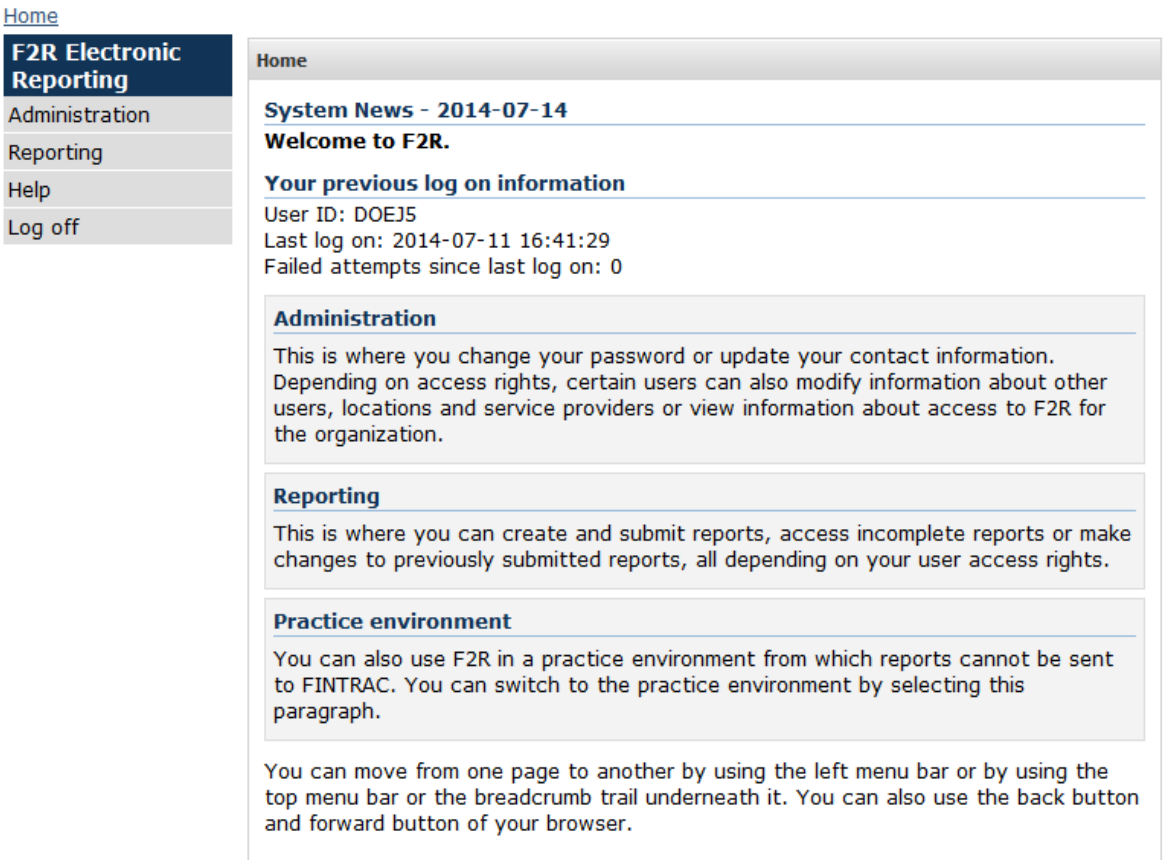
- You can move from one page to another in F2R by using the left menu bar or by using the top menu bar.

- If a search results in many pages of listings, use the keys at the bottom of the panel to view them. Select the small arrows to move back and forth through the list one page at a time. Select the other symbols to jump to the beginning or the end of the listing.

5. Home Page

Once you are logged on to F2R you will be directed to the **Home** page (see Figure 2). This screen features a brief broadcast from FINTRAC that will present any news items that are relevant to all F2R users. You will also see information about your previous log on, as well as a brief description of each of F2R's main sections.

Figure 2.


Home
F2R Electronic Reporting
Administration
Reporting
Help
Log off
Home
System News - 2014-07-14
Welcome to F2R.
Your previous log on information
User ID: DOEJ5
Last log on: 2014-07-11 16:41:29
Failed attempts since last log on: 0
Administration
This is where you change your password or update your contact information. Depending on access rights, certain users can also modify information about other users, locations and service providers or view information about access to F2R for the organization.
Reporting
This is where you can create and submit reports, access incomplete reports or make changes to previously submitted reports, all depending on your user access rights.
Practice environment
You can also use F2R in a practice environment from which reports cannot be sent to FINTRAC. You can switch to the practice environment by selecting this paragraph.
You can move from one page to another by using the left menu bar or by using the top menu bar or the breadcrumb trail underneath it. You can also use the back button and forward button of your browser.

Many functions specific to F2R are accessible directly on the **Home** page, and are also made accessible by selecting options in the menu located to the left of the screen. Each class of selection on the main screen is made available if you select anywhere within the text area. The options specific to that selection will be displayed.

This page also describes the Practice environment, and enables you to access it. When you are in the Practice environment, the Report to FINTRAC environment will be described instead, so that you can return to it when ready.

We will begin with the general **Administration** functions.

6. Administration

This section provides an explanation of each component of the **Administration** pages of F2R. To navigate to this section of F2R, select **Administration** from the menu to the left of the screen. Access to various screens relating to administration functions depends on whether the user is an F2R Administrator. Topics include:

- Information about users
- Information about locations
- Information about service provider delegation
- Activity list
- Change password

The following subsections provide information on these menu items, and the functions that may be performed with them.

The **Change Password** function is described in detail in Subsection 4.4.

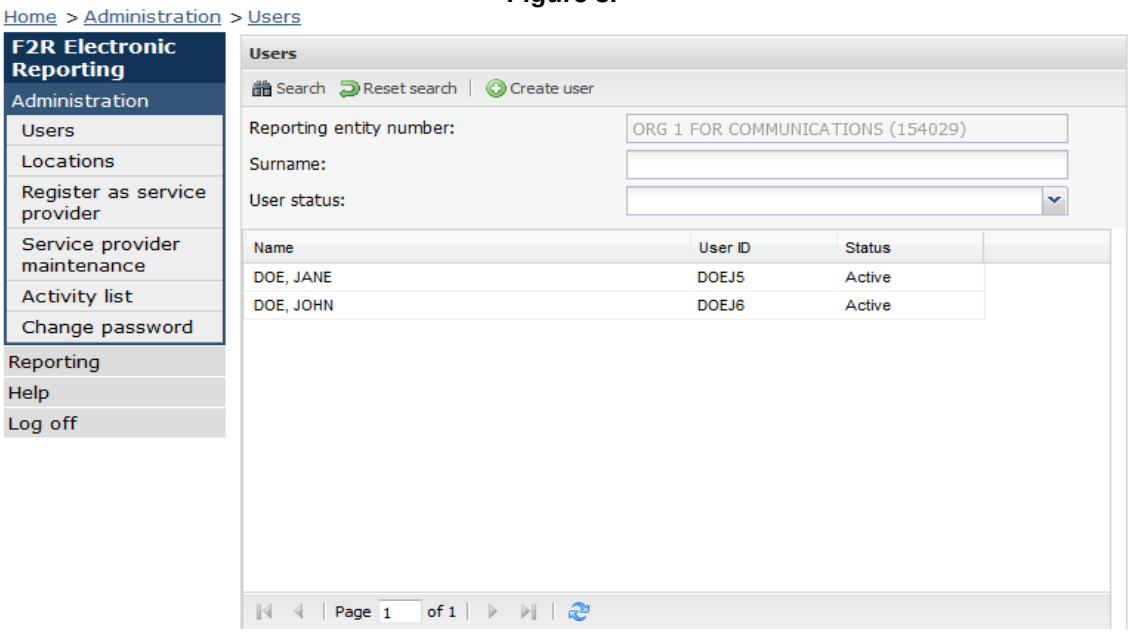
6.1. Information about users

The screens in the Users area provide information about individual F2R users.

You can only enter or modify user information if you are an F2R Administrator or F2R Administrator Assistant. However, as a DEO or VSO, you may change information about yourself. To access your own information quickly, select one of the paragraphs at the top of the **Administration** page.

If you select **Users** from the left menu of the **Administration** section, the F2R application will display the initial users screen, which features a list of all your organization's users (Figure 3). The listing includes all users, whether **Active** or **Inactive**.

Figure 3.



6.1.1. Create a user

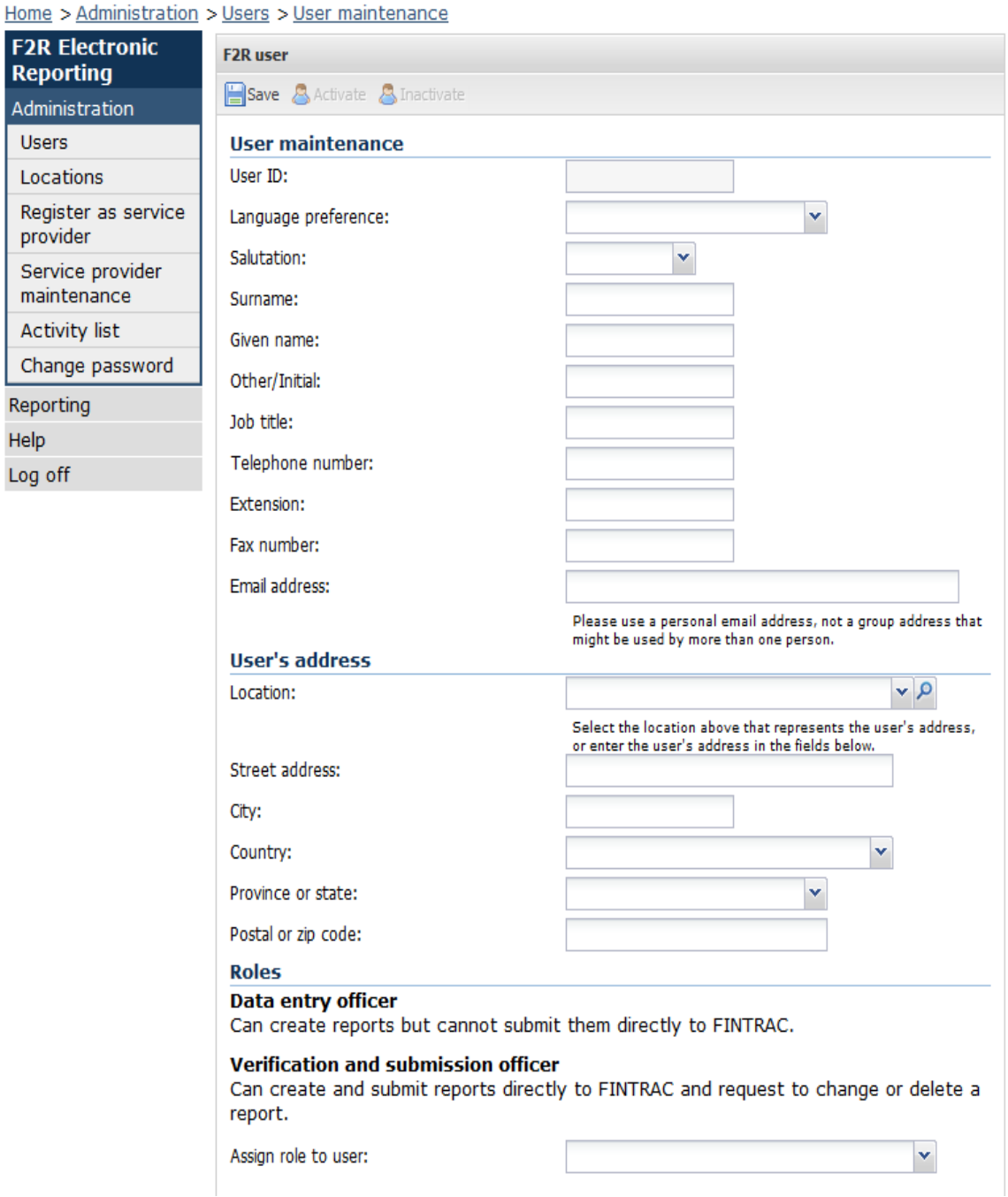
Before adding a user, make sure that the user's name does not already exist for your organization. To do this, consult the list of users (Figure 3). If that list is too extensive, type the user's surname in the **Surname** field, and select **Search**. F2R will display a list that shows all matching users.

The Search option only requires a string of a few letters, and features an automatic “wildcard” function. That is, all surnames will be found that feature the characters entered, regardless of where they appear in the name. This feature is useful because of the potential for slight variations in the spelling of user names.

You may also search based on the user’s status.

Once you have determined that the user does not already exist, select the **Create user** option (see Figure 3). This will take you to a blank **User maintenance** screen as depicted in Figure 4.

Figure 4.



Select the user's **Language preference** ("English" or "French") from the drop-down menu.

Select the user's salutation from the **Salutation** drop-down menu. It will be one of "Miss," "Mr.," "Mrs." and "Ms." The default is blank (that is, *no* salutation).

You then provide the user's name and contact information. The email address that you provide for the user should **not** be a general or "shared" address, as it will be used to send confidential password information to the user.

If the user's address is the same as that of one of the reporting entity's locations, the location may be selected from the drop-down menu of the reporting entity's locations. If the user's address is different, address details must then be supplied in the subsequent fields.

You also need to assign their role, and select the report types to which the user requires access, as well as other permissions for the user. For the user's role, select either "Data Entry Officer" (DEO) or "Verification and Submission Officer" (VSO) from the **Assign role to user** drop-down menu. Once you have selected a role, additional fields will be presented that are appropriate for this user's access rights.

If the user will be responsible for maintaining location (for example, branch) details, indicate this by selecting "Yes" from the drop-down menu.

The report type definition process will differ according to which role is selected for the user.

If you are creating a user profile for the role of DEO or VSO, all report types will be listed. You may then assign permissions for this user to create each report type by selecting "Yes" from each drop-down menu. If you select "Yes," you must also indicate whether the user can modify or delete submitted reports. Denying permission to create report types (selecting "No") will suppress the display of the "modify," or "delete" drop-down menu for that report type.

A DEO cannot request that previously completed reports be sent back by FINTRAC (Request for change). This option will simply not appear. However, for a VSO, if "Yes" is selected for the "modify" or "delete" option, an additional option is displayed for you to allow the user to request an RFC (Request for change) for this type of report.

Conclusion

When you have completed all user information, select the **Save** button. A message will appear on the screen to confirm that the user has been added, and will provide the User ID for the new recruit. You will then be in a position to provide this information to the user. An email message with a temporary password will be sent to the user within a couple of minutes at the email address provided.

The temporary password will expire in 30 days. The user should be instructed in the process of assigning a new password as detailed in Subsection 4.4.

6.1.2. Modifying a user record

If you refer back to Figure 3, any user name listed may be selected to display the record that corresponds to that user. You can also conduct a search to find a particular user, as explained in Subsection 6.1.1.

You may alter any information in the user's record, subject to the same restrictions as those that apply when you are adding a user. Once you have entered the modifications and want to save them, select **Save**. The user record will then feature whatever changes you have made.

If you need to inactivate a user, select the **Inactivate** button at the top of the screen. Similarly, if you need to activate a user that was previously inactivated, select the **Activate** button.

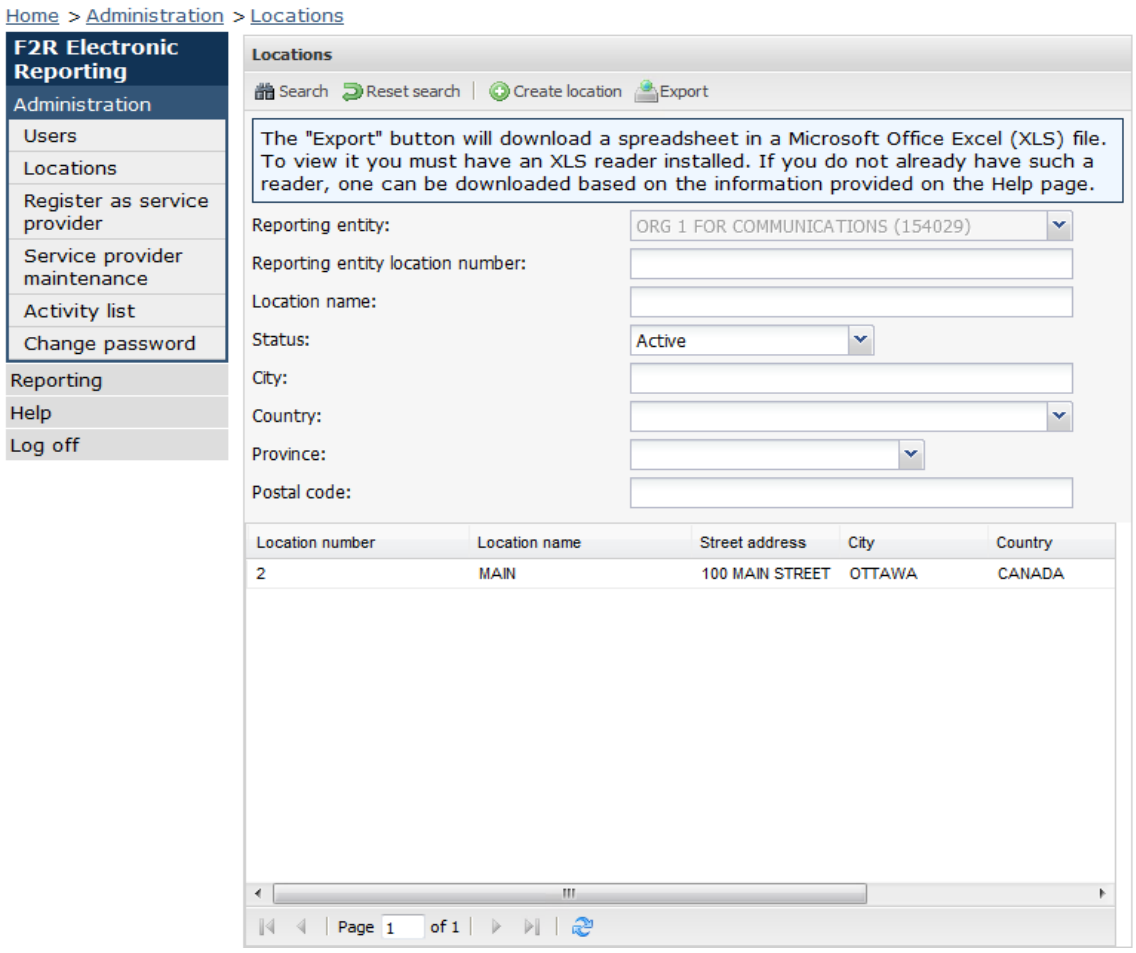
6.2. Location information

If you have access rights for location maintenance, you can add or maintain locations through the **Locations** pages of F2R.

Potentially, a reporting entity has more than one location where reportable transactions can take place. You need to add each location to F2R to include this information when reporting where transactions occurred. Reporting entities are responsible for keeping location information current. If a location's status is active, it may be used in a report.

For a quick survey of your current locations, select **Locations** from the **Administration** menu. The initial **Locations** screen will be displayed.

Figure 5.



If the list is long and you need to narrow the search, enter search criteria in the appropriate fields to help find the location, such as city, province or postal code, and then select **Search**. F2R will display a list that shows all matching locations.

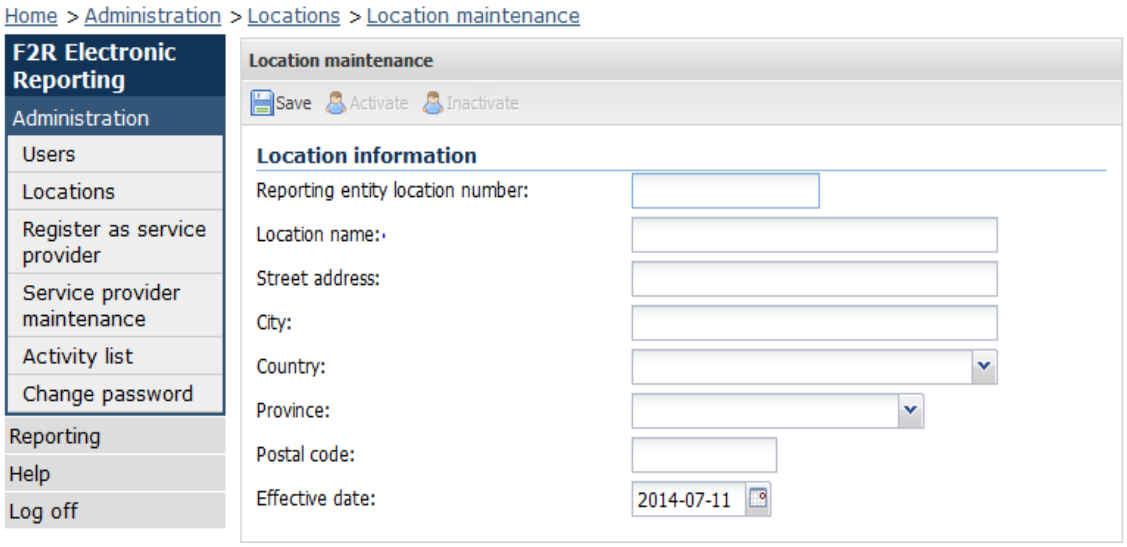
The **Create location** button permits you to add another location to the listing. When you select it, a data entry screen appears (Figure 6).

The **Export** button allows you to create a Microsoft Office Excel spreadsheet listing your locations, which may be viewed, printed or stored in a location of your choice.

6.2.1. How to add a location

Select the **Create location** option (see Figure 5). This will take you to a blank **Location maintenance** screen (Figure 6).

Figure 6.



You are invited to provide a self-assigned number and name for the location. Address information is solicited in the usual way. Once you have entered all the information about the location, select **Save** to add the location to your list. The location will be immediately activated. Only active locations can be used in a report.

6.2.2. Modifying a location

If you refer back to Figure 5, any location listed may be selected to display the record that corresponds to that location. You can also conduct a search to find a particular location, as explained in Subsection 6.2.

You may alter any information in the location's record. Once you have entered the modifications and want to save them, select **Save**. The user record will then feature whatever changes you have made.

You may deactivate the location by selecting the **Inactivate** button. The **Activate** button will then be available for any future reactivation decisions, while the rest of the information on the screen will be greyed-out.

6.3. The service provider/reporting entity relationship

The F2R application provides the capacity for organizations to report on behalf of reporting entities. These organizations are referred to as "service providers." A service provider is any organization that has entered into an agreement with a reporting entity to send reports to FINTRAC on the reporting entity's behalf. A service provider needs to enrol with FINTRAC, and register as a service provider before a reporting entity can delegate any reports to that service provider.

These procedures are described in detail on the **Service Provider Arrangements** page in the Reporting section of the FINTRAC Web site (http://www.fintrac-canafe.gc.ca).

6.4. Activity list

If you are an F2R Administrator, you can display the **Activity List**. This list provides information about the last activity for each of your organization's users who are logged onto F2R at the moment you request the activity list.

7. Reporting

In this portion of F2R, reports are created and subsequently submitted, depending on user access rights. This is also where authorized users can access incomplete reports, and request that specific reports be sent back from FINTRAC. Users may then make changes to them. To navigate to the Reporting section of F2R, select **Reporting** from the left of the screen.

You can access the practice environment from the top paragraph on the **Reporting** page, or from the bottom paragraph of the **Home** page. This environment allows you to return to the **Report to FINTRAC** environment in the same way.

Each of the menu options and the functions that can be performed with them are explained in the following subsections.

7.1. "New report" or "Use template"

The **New report** option allows a user to create a new report. Users will only see the report types to which they have been given access rights. The F2R Administrator and F2R Administrator Assistant control this access through **Users**.

To create a new report from a blank report, select the appropriate report type from the drop-down menu. Select the **Create report** button. If as a service provider you report for more than one reporting entity, you will also need to select a reporting entity from the drop-down menu at that field. Alternatively, if templates are available, you can select **Use template**. For more information about the use of templates, see Subsection 7.4.

F2R provides field-by-field instructions within each report. If you select this hyperlink at the bottom of each report page, you will see instructions on how to complete each field within each part of a report.

The field-by-field instructions are also available in the **Help** section of F2R. This information is also found in the reporting **Guidelines** on FINTRAC's public Web site (http://www.fintrac-canafe.gc.ca).

You progress from one screen to the next by selecting the **Next>>** button at the bottom of the screen. If you wish to go back to the previous screen, select the **<< Previous** button.

The report may be saved at any point in the creation process by selecting **Save**. The report will be stored in its current state. No validation will be performed. If you do not finish, the report may be opened and completed/revised at any time from the Incomplete reports list (see Section 7.5.1).

7.1.1. Dates

Reports require the provision of dates. F2R features a "date picker" function, which allows you to select a range of dates for incomplete reports. Select the small icon to the right of the date field. A miniature calendar will be presented.

You can navigate through the available months by selecting the small left and right arrows at the top of the calendar. If you select the "down" arrow (next to the year), you may access previous years as well.

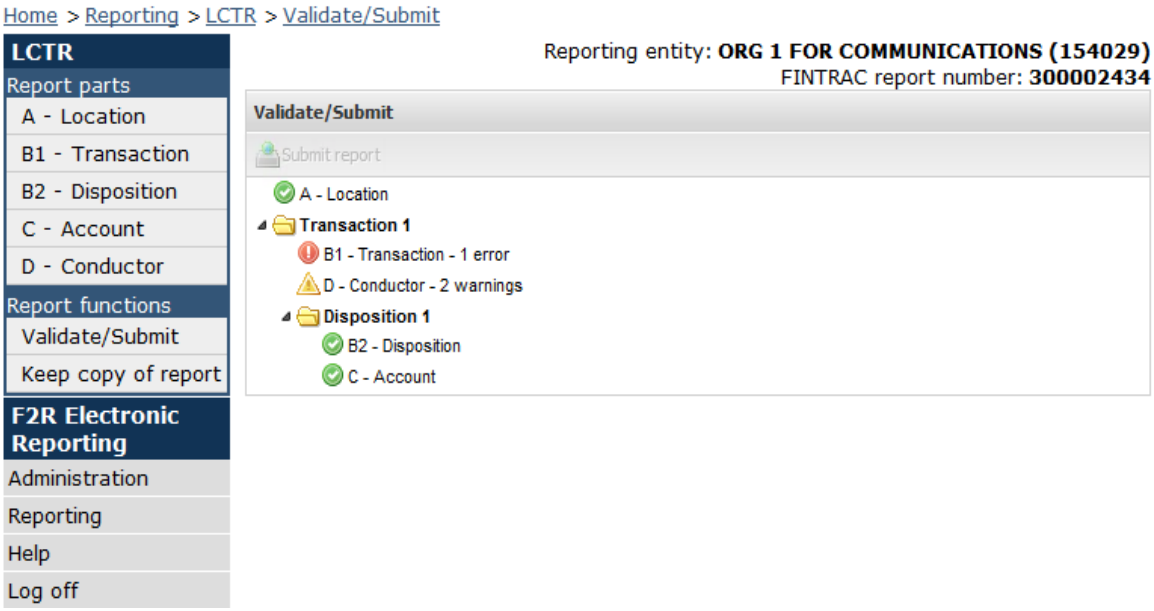
The "From" date should precede the "To" date in date ranges. At any time, you can simply select "Today."

Alternatively, dates may simply be typed in the format "YYYY-MM-DD."

7.2. Report validation

When you arrive at the final report screen and select the **Next>>** button (or when you select "Validate/Submit" from the left menu), the report undergoes validation to ensure that all mandatory information is present, and that all information provided is in the correct format. An outline of the report is displayed that shows any associated errors for each Part of the report.

Figure 7.



Parts without any errors are flagged by a circle with a check mark ( ).

Errors are indicated by validation symbols, which are summarized at the bottom of each screen.

Missing mandatory information, incorrect content, or incorrect format are represented by a circle with an exclamation mark ( ). These errors are required to be corrected before the report can be submitted. Warnings are issued when a field might be mandatory under certain circumstances that are best determined by the user. Warnings are marked with a triangle with an exclamation mark ( ).

Errors and warnings are all hyperlinks to display a list of irregularities found in each Part of the report.

To be taken directly to the Part in question, select the Part to which you want to progress. All irregularities are flagged with the symbols previously described. Simply follow the suggested actions.

When the report has been corrected, select the **Submit report** button at the top of the **Validate/Submit** screen. If all anomalies have been corrected, the submission process will begin. If any errors are left, another screen similar to that in Figure 7 will be re-displayed.

7.3. Report submission

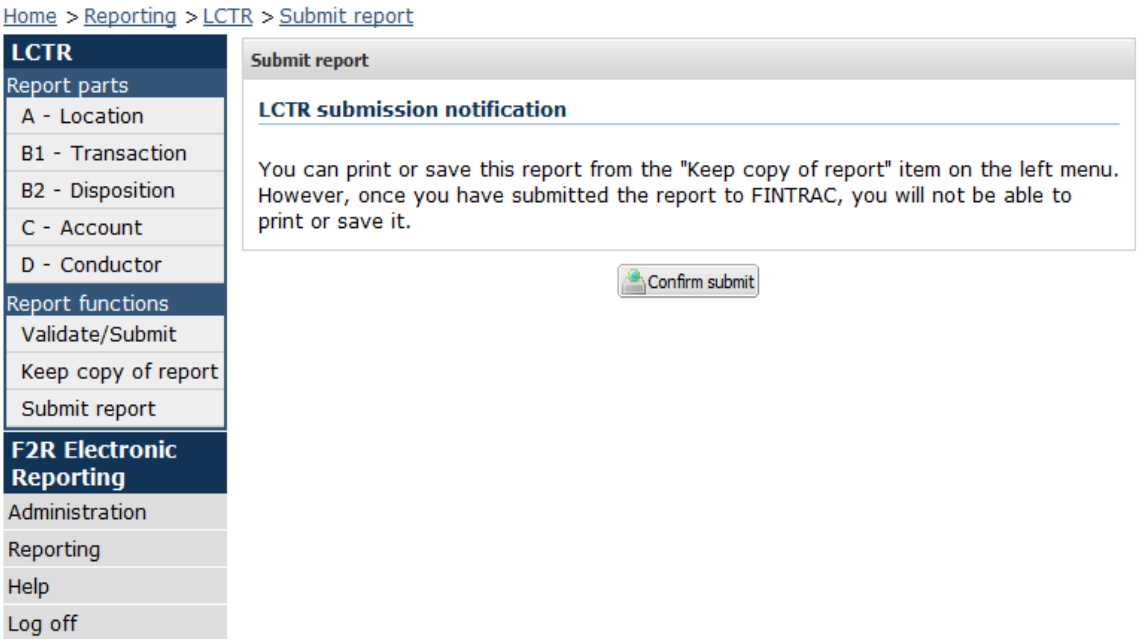
If you are a Data Entry Officer (DEO), you can only create reports - you cannot submit them directly to FINTRAC. Your report will go to the **Awaiting verification** list. This means that your F2R Administrator or a Verifications and Submission Officer (VSO) will have to take action on the reports you create and submit them to FINTRAC. If a report awaiting verification is not submitted to FINTRAC within 45 days of its creation, the report will no longer be available in F2R, potentially resulting in non-compliance under the Act. In this situation, FINTRAC has not received the report.

If you are a VSO, you can create and submit reports directly to FINTRAC.

Whether you are a DEO or a VSO, F2R will display an acknowledgement message regarding the report submitted. As a DEO, you will receive a message telling you that the report has gone to the **Awaiting verification** list. As explained above, a report awaiting verification has not been submitted to FINTRAC and requires action by your F2R Administrator or a VSO.

When validation of the report is complete, select the **Submit report** button. You will go to the **Report submission** notification screen. This screen reminds you to keep a copy of the report, if you have not already done so, before you submit it. You must keep a copy of any suspicious transaction report (STR) or casino disbursement report (CDR) that you submit to FINTRAC. For all other reports, you are not required to keep a copy but you can do so if you choose.

Figure 8.


Home > Reporting > LCTR > Submit report
LCTR
Report parts
A - Location
B1 - Transaction
B2 - Disposition
C - Account
D - Conductor
Report functions
Validate/Submit
Keep copy of report
Submit report
F2R Electronic Reporting
Administration
Reporting
Help
Log off
Submit report
LCTR submission notification
You can print or save this report from the "Keep copy of report" item on the left menu. However, once you have submitted the report to FINTRAC, you will not be able to print or save it.
Confirm submit

For any report of which you wish to keep a copy, select **Keep copy of report** from the left menu before you confirm submit. You will not be able to do this after the report has been submitted to FINTRAC. This will display an HTML version of the report. You can print or save that version using your browser, or you can select **Print or save PDF** on the top of the form. This will create a Portable Document Format (PDF) version of the report for you to print or save.

Select **Confirm submit** to submit the report to FINTRAC.

7.4. Report template maintenance

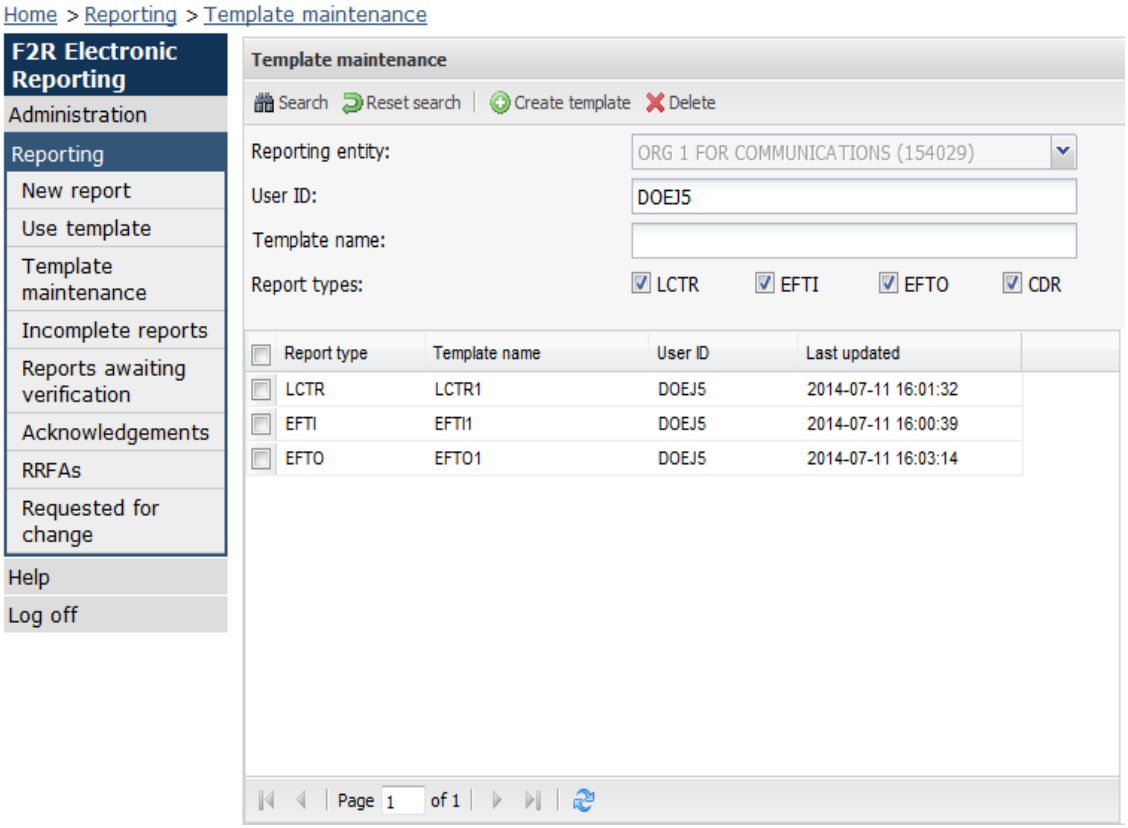
If you are an F2R Administrator or a Verification and Submission Officer (VSO), you can create, edit, or delete templates in F2R. If you are an F2R Administrator, you can modify templates created by any user. If you are a VSO, you can only modify the ones that you created.

Templates can be created for certain parts of large cash transaction reports (LCTR), electronic funds transfer reports (EFT, both incoming and outgoing) and casino disbursement reports (CDR).

Once created, a template will be available to all of your organization's users with the relevant report type access rights. This means that if a VSO creates a template for an LCTR, all users that report LCTRs can access and use that template. The data contained in a template will not undergo any validation until the template is actually used in a report.

Select **Template maintenance** from the **Reporting** menu. The **Template maintenance** screen allows you to view and find (using filters) all of the report templates for your organization will be displayed as in the following.

Figure 9.

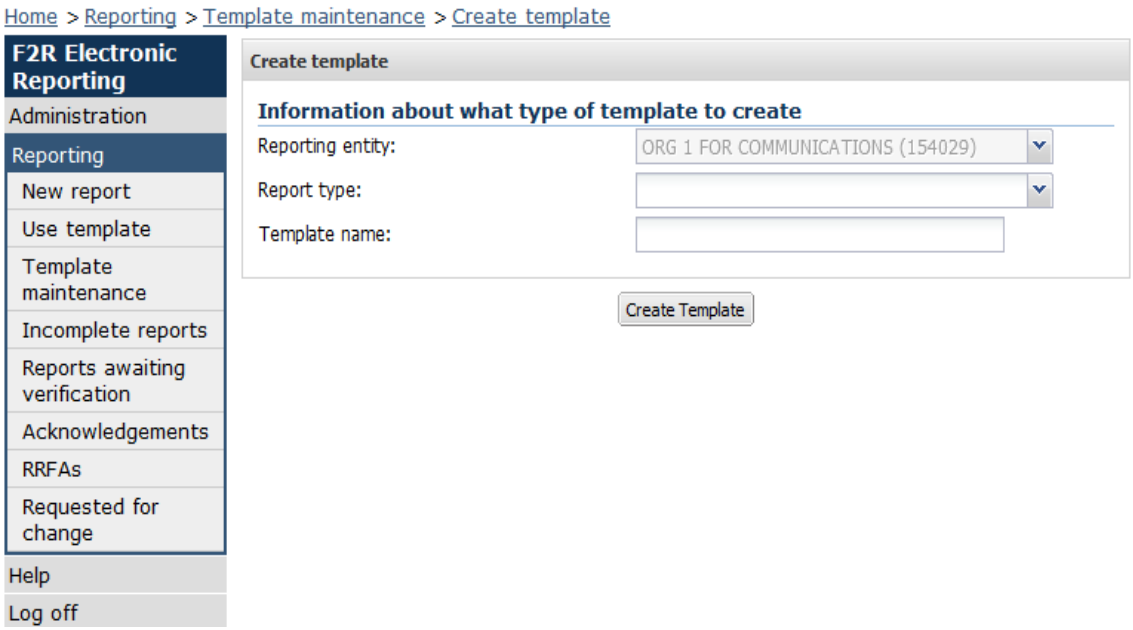


You will start with a list of templates. If that list is too long and you need to narrow the search, enter search criteria such as Reporting entity, User ID, specific template name or report types.

7.4.1. Create a new template

If you are an F2R Administrator or a Verification and Submission Officer (VSO), select **Create template**. This will bring you to the **Create template** screen (see Figure 10). Select the reporting entity to which the template pertains, the report type, and give the template a descriptive name. Once you select the **Create template** button, the template name cannot be changed.

Figure 10.



You will then be presented with a blank version of certain or all parts of a report from which you will create the template. You can complete as much, or as little of the template as you like. Select **Save**. No validation will be done on this template until you submit a report using it.

If you navigate away from the template while creating it, the template will automatically be saved. You can edit saved templates as explained in Subsection 7.4.2 of this guide.

7.4.2. Edit or delete an existing template

If you are an F2R Administrator or VSO, you can edit and delete templates through **Template maintenance**. If you are an F2R Administrator, you can modify templates created by any user. If you are a VSO, you can only modify the ones that you created.

To edit an existing template, select **Template maintenance** from the left hand report menu. This gives you access to the **Template maintenance** screen (Figure 9).

To edit a template, simply select to the right of the check box. This brings you directly to the template in question.

To delete a template, select the check box next to it and select **Delete**. A window will ask if you are sure that you want to delete the template permanently. Select **Yes** to delete the template. Select **No** to keep the template.

7.5. Report lists

The report list options allow you to view the number of reports in each of the following categories. You may retrieve them for further processing as required, according to your access rights.

Incomplete reports	Continue completing a report that was started but not submitted to FINTRAC.
Reports awaiting verification	Reports awaiting review before they can be submitted to FINTRAC.
Acknowledgements	An acknowledgement confirms that a report was received by FINTRAC. Use the **Acknowledgements** screen if you need to

	get a report back for correction.
RRFAs	These are reports returned for further action that must be corrected and returned to FINTRAC as soon as possible.
Requested for change	These are reports that you asked to be sent back to you so that you can make corrections (see Acknowledgements to request a report for correction).

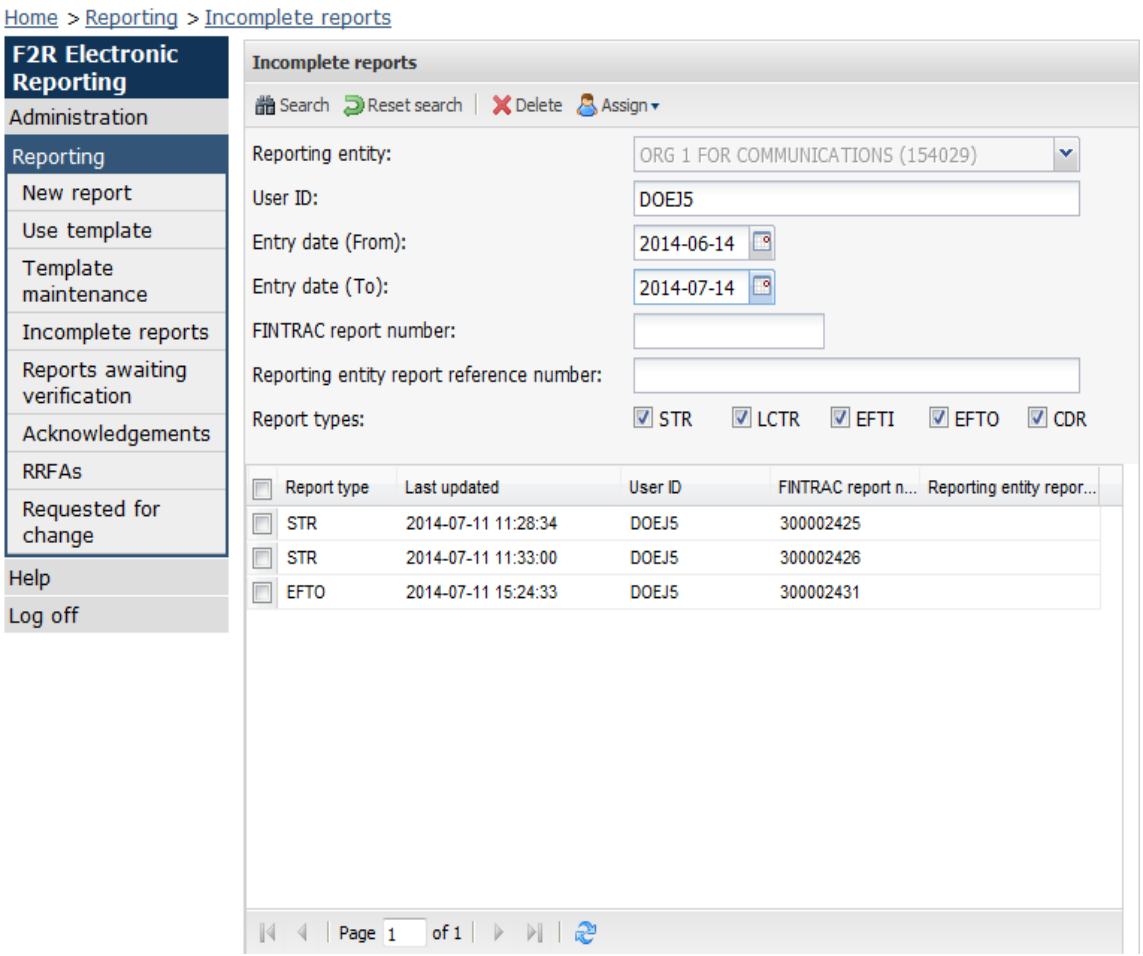
Access to the reports contained in each list will depend on the users' access rights.

7.5.1. Incomplete reports

The **Incomplete reports** list allows you to view and search (using filters) for all of the reports that you have started, but have not yet submitted to FINTRAC. Selecting **Search** in the top menu bar will also display the **Incomplete reports** screen (Figure 11).

If an incomplete report is not submitted to FINTRAC within 45 days of its creation, the report will no longer be available in F2R, potentially resulting in non-compliance under the Act. In this situation, FINTRAC has not received the report.

Figure 11.



The screen features a list of incomplete reports that were started over the past 45 days. If the list is too long and you need to narrow the search, enter search criteria such as a more specific date range. To conduct the search, select at least one report type for which you know there are incomplete reports. You can also provide other criteria that will narrow down the parameters of

the search. These include Reporting entity, Entry date (range), specific FINTRAC report number, or Reporting entity report reference number.

Initiate the search by selecting the **Search** button. This will produce a list of incomplete reports that fit the search criteria.

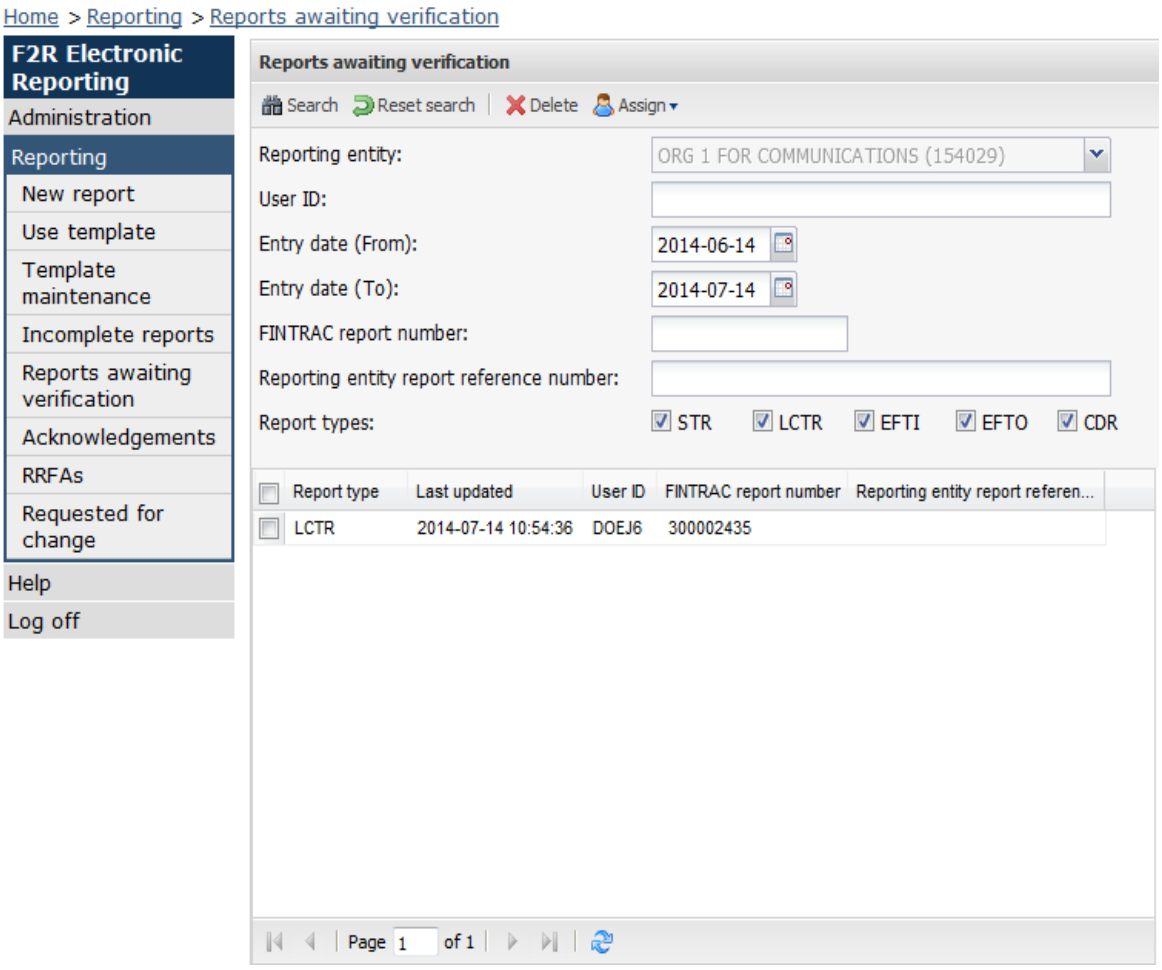
Select any report listed. Depending on your access rights, you will be able to either edit (select outside the check box) or delete (select the check box, then select the **Delete** button) the report in question.

7.5.2. Reports awaiting verification

The "Reports awaiting verification" list is where all reports completed by DEOs are stored. They must be viewed and verified by the F2R Administrator or a Verification and Submission Officer (VSO) before they may be submitted to FINTRAC. If a report awaiting verification is not submitted to FINTRAC within 45 days of its creation, the report will no longer be available in F2R, potentially resulting in non-compliance under the Act. In this situation, FINTRAC has not received the report.

Select **Reports awaiting verification** in the left-menu of the Reporting section. You will then see the **Reports awaiting verification** screen as presented in Figure 12.

Figure 12.



You will start with a list of reports awaiting verification that were completed over the past 45 days. If that list is too long and you need to narrow the search, enter search criteria such as a more specific date range, or the report type for which you know there are reports awaiting validation.

Other criteria that will narrow down the parameters of the search include Reporting entity, User ID, specific FINTRAC report number, or Reporting entity report reference number.

The search is initiated by selecting the **Search** button. This will produce a list of reports that fit the search criteria as in the preceding figure.

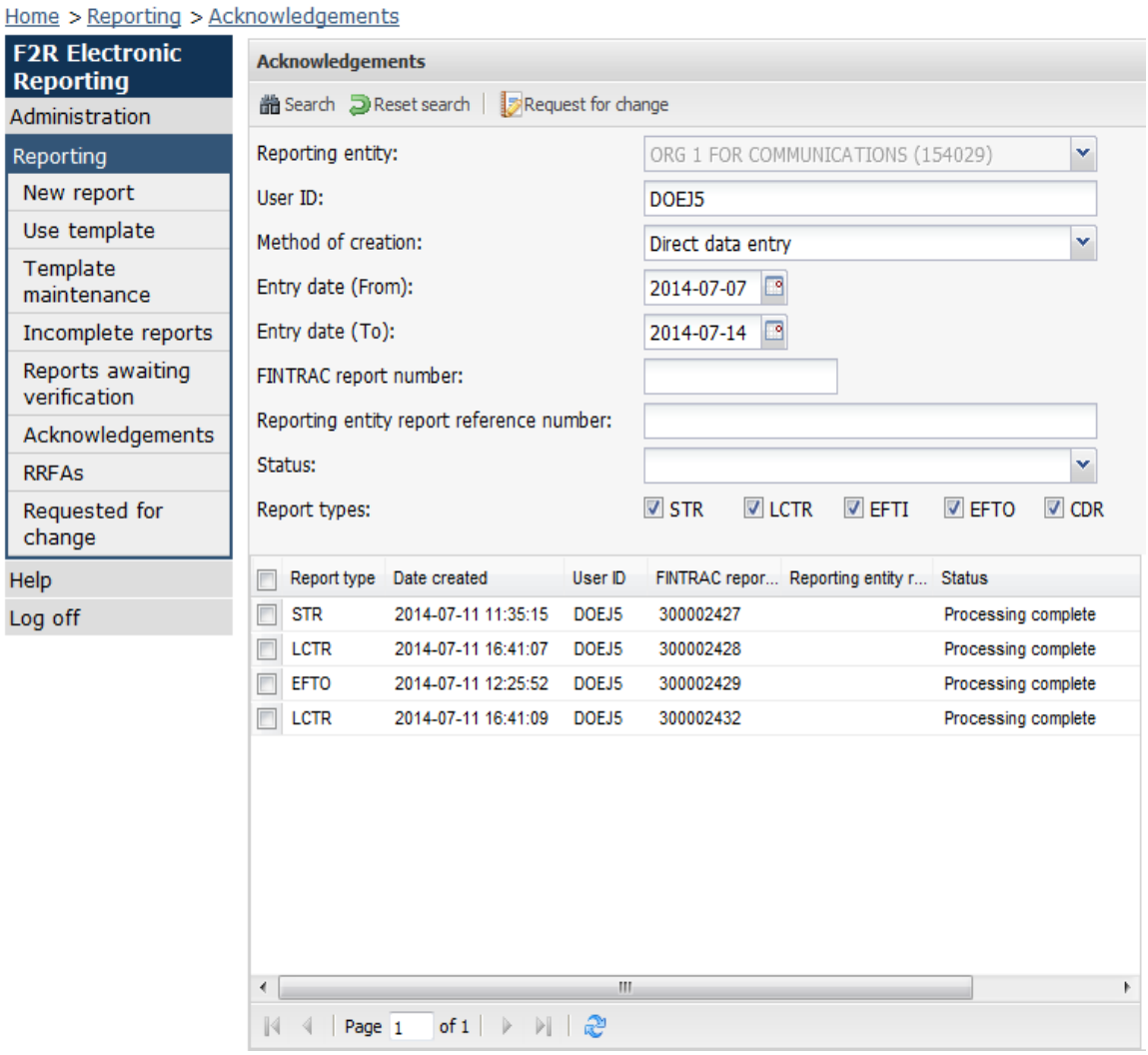
Depending on your access rights, you will be able to either edit or delete the reports from this list. For further action, select the report outside the check box to open it for editing. To remove the report permanently, select the check box for that report, and then select **Delete**.

When verification is concluded and the report is complete and accurate, you will be in a position to submit it to FINTRAC as with any report. Refer to Subsections 7.2 and 7.3 for report submission procedures.

7.5.3. Acknowledgements and requests for change

The **Acknowledgements** option allows you to search for reports that have been submitted to and received by FINTRAC.

Figure 13.



You will start with a list of reports acknowledged over the past month. If that list is too long and you need to narrow the search, enter search criteria such as a more specific date range, or the report type for which you know there are reports acknowledged. Other criteria that will narrow

down the parameters of the search include Reporting entity, User ID, specific FINTRAC report number, or Reporting entity report reference number.

The search is initiated by selecting the **Search** button. You will then view a listing of reports that meet your search criteria, indicating when each was submitted to FINTRAC.

Select the check box for any report that you wish to recall for revision. Then select the **Request for change** button. In a few minutes, the report in question will be available in the Requested for change report list (see Subsection 7.5.5).

This allows authorized users to request that a previously submitted report be returned by FINTRAC for correction or deletion. This can happen under several different scenarios, for example:

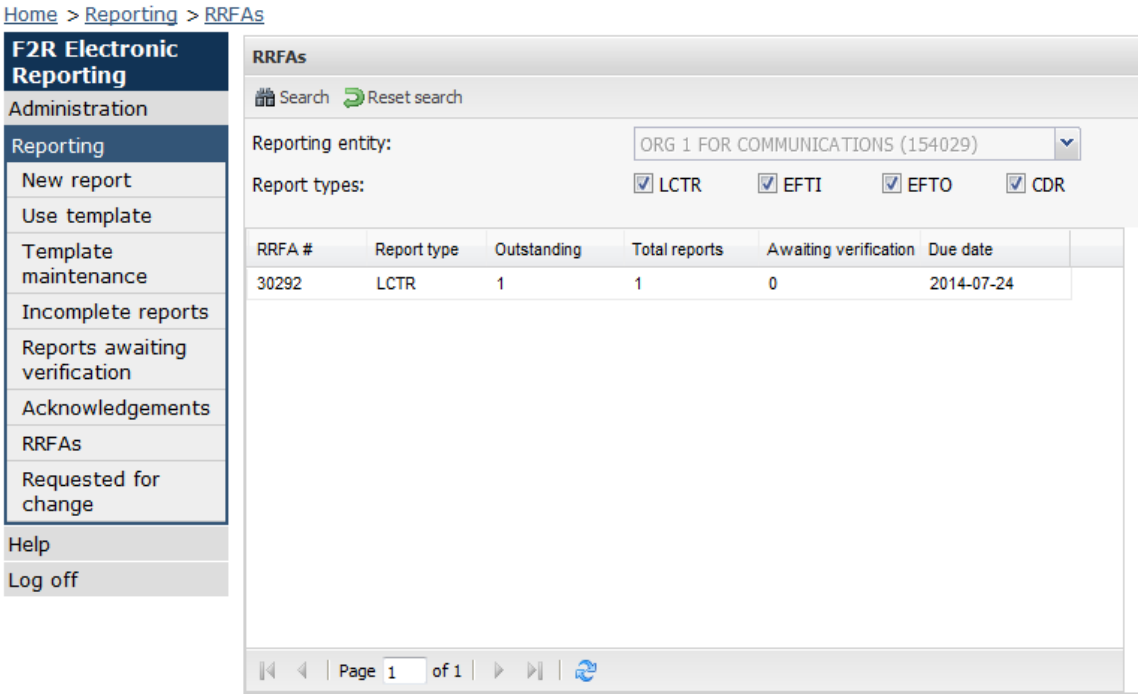
> You may have submitted a report in error and you want to delete it. This might occur if two (or more) people representing your reporting entity both submit a report on the same transaction;
>
> OR
>
> You miscalculated the amount of a transaction and, in doing the calculation again, you realize that it was not a reportable transaction.

7.5.4. RRFAs (reports returned for further action)

Reports submitted to FINTRAC with missing or incorrect information may be returned to the reporting entity for correction. These returned reports are referred to as “Reports returned for further action (RRFA)”.When a report is returned for further action, the reporting entity will receive an email from FINTRAC. The email will instruct the user to access the “RRFAs’’ section from the Reporting Section in F2R.

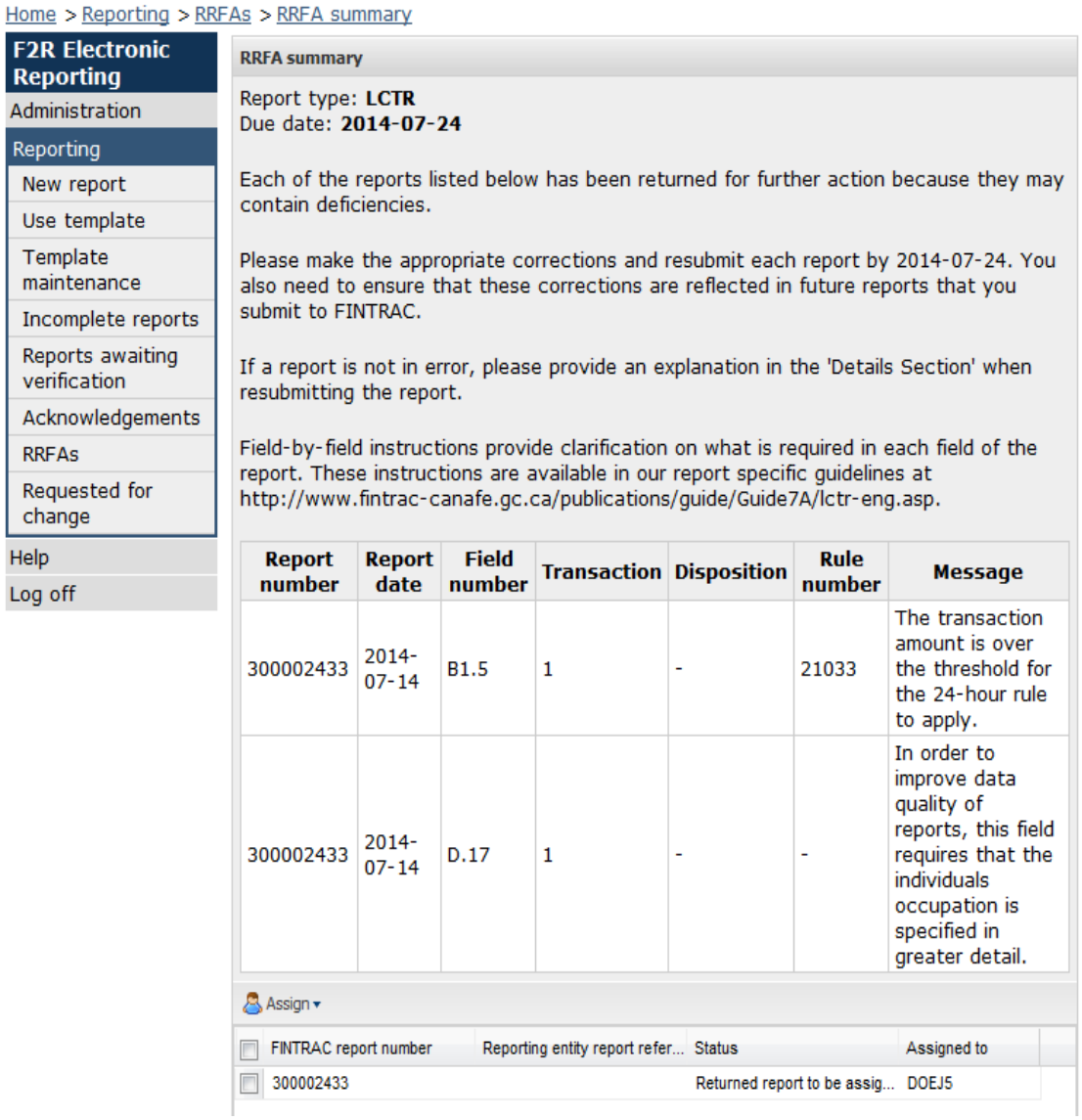
If you submit your reports through F2R, you will make your corrections and resubmit the reports through F2R. If you submit your reports through the batch reporting system and have chosen to make your corrections through F2R, you will also use this section to resubmit your reports. If you have chosen to make your corrections through batch, you will only be able to view the reports in error.

Figure 14.



In order to review the reports that have been returned for action, select an entry in the RRFAs section above. This will open up the RRFA Summary Screen (Figure 15).

Figure 15.


Home > Reporting > RRFAs > RRFA summary
F2R Electronic Reporting
Administration
Reporting
New report
Use template
Template maintenance
Incomplete reports
Reports awaiting verification
Acknowledgements
RRFAs
Requested for change
Help
Log off
RRFA summary
Report type: LCTR
Due date: 2014-07-24
Each of the reports listed below has been returned for further action because they may contain deficiencies.
Please make the appropriate corrections and resubmit each report by 2014-07-24. You also need to ensure that these corrections are reflected in future reports that you submit to FINTRAC.
If a report is not in error, please provide an explanation in the 'Details Section' when resubmitting the report.
Field-by-field instructions provide clarification on what is required in each field of the report. These instructions are available in our report specific guidelines at http://www.fintrac-canafe.gc.ca/publications/guide/Guide7A/lctr-eng.asp.
Report number
Report date
Field number
Transaction
Disposition
Rule number
Message
300002433
2014-07-14
B1.5
1
-
21033
The transaction amount is over the threshold for the 24-hour rule to apply.
300002433
2014-07-14
D.17
1
-
-
In order to improve data quality of reports, this field requires that the individuals occupation is specified in greater detail.
Assign
FINTRAC report number
Reporting entity report refer...
Status
Assigned to
300002433
Returned report to be assig...
DOEJ5

The RRFA Summary (Figure 15) displays the reports that have been returned to you for further action. For each error there is report information displayed including the FINTRAC number that is assigned to the report and the date on which the report was submitted to FINTRAC. In addition, the field that was identified as an error in the report, the validation rule number associated to the error (if applicable), and the related error message are also displayed.

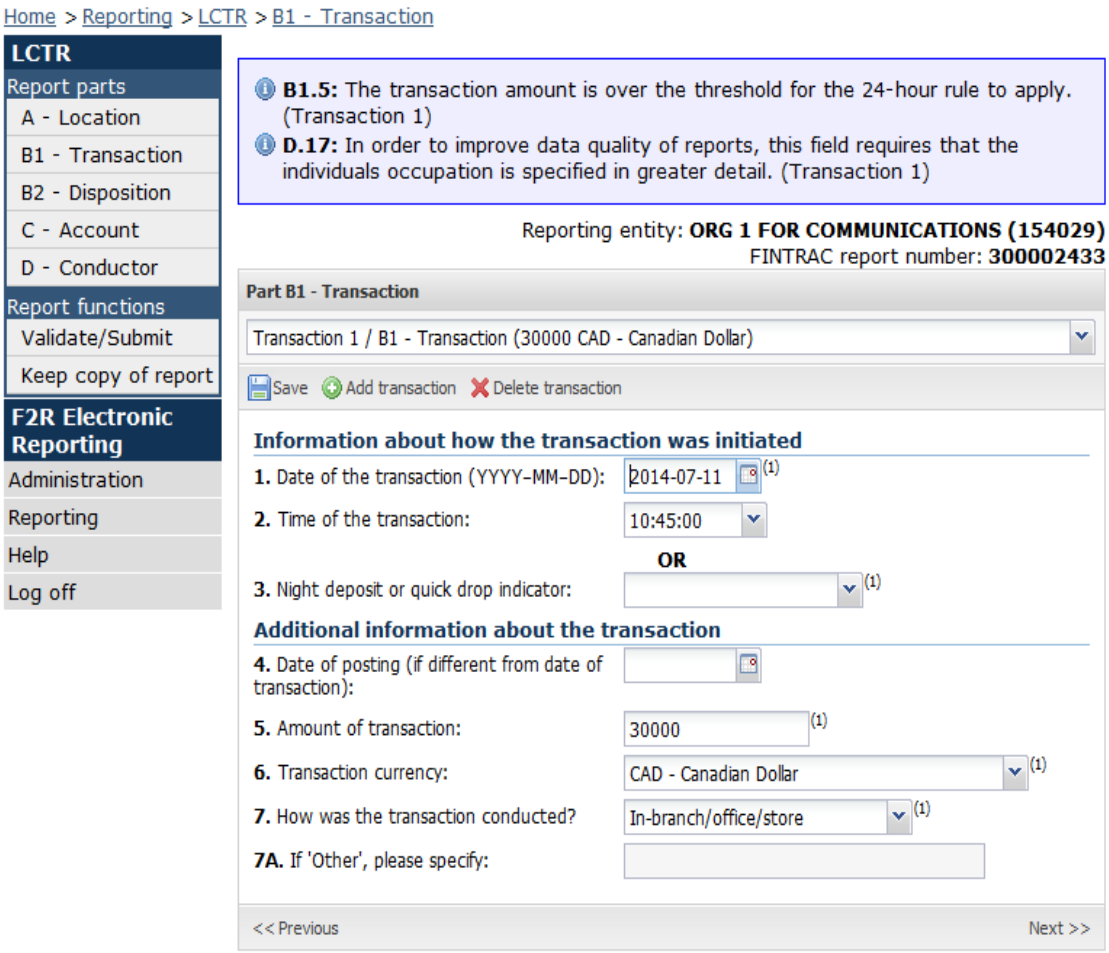
If a validation rule is not applicable, the message will describe the error and provide guidance on how to complete the correction(s).

For more information on validation rules, visit our website at http://www.fintrac-canafe.gc.ca/reporting-declaration/batch-lots/index-eng.asp and review the section concerning Report Validation Rules.

To edit a report, select the appropriate row to the right of the check box. To assign it to another user, select the report's check box, and select the **Assign** button at the top of the report listing.

A user's access to edit or assign will vary, depending on which role was assigned in F2R (Refer to section 3 – roles within F2R).

Figure 16.


Home > Reporting > LCTR > B1 - Transaction
LCTR
Report parts
A - Location
B1 - Transaction
B2 - Disposition
C - Account
D - Conductor
Report functions
Validate/Submit
Keep copy of report
F2R Electronic Reporting
Administration
Reporting
Help
Log off
B1.5: The transaction amount is over the threshold for the 24-hour rule to apply. (Transaction 1)
D.17: In order to improve data quality of reports, this field requires that the individuals occupation is specified in greater detail. (Transaction 1)
Reporting entity: ORG 1 FOR COMMUNICATIONS (154029)
FINTRAC report number: 300002433
Part B1 - Transaction
Transaction 1 / B1 - Transaction (30000 CAD - Canadian Dollar)
Save
Add transaction
Delete transaction
Information about how the transaction was initiated
1. Date of the transaction (YYYY-MM-DD): 2014-07-11
2. Time of the transaction: 10:45:00
OR
3. Night deposit or quick drop indicator:
Additional information about the transaction
4. Date of posting (if different from date of transaction):
5. Amount of transaction: 30000
6. Transaction currency: CAD - Canadian Dollar
7. How was the transaction conducted? In-branch/office/store
7A. If 'Other', please specify:
<< Previous
Next >>

Once you select the report that was returned for further action, you will notice a message in a blue box at the top of the page.

The message will be represented by a small "i" within a blue circle ( ), indicating the specific field that was triggered, and providing guidance on how to rectify the data quality issue.

Once verifications and corrections are completed, you will proceed to validate the report. Note that the changes you have just made to the report may now trigger new validation rules which also need to be addressed. Refer to Section 7.2 – Report validation on how to handle such errors or possible warnings.

Once the data quality issues have been reviewed and any errors have been resolved in the report, and you are ready to resubmit the report to FINTRAC, a drop-down menu is available to indicate the actions taken (after the validation of the report). These are:

Change
- Amended
- No change

Delete

- Duplicate
- Submitted in error

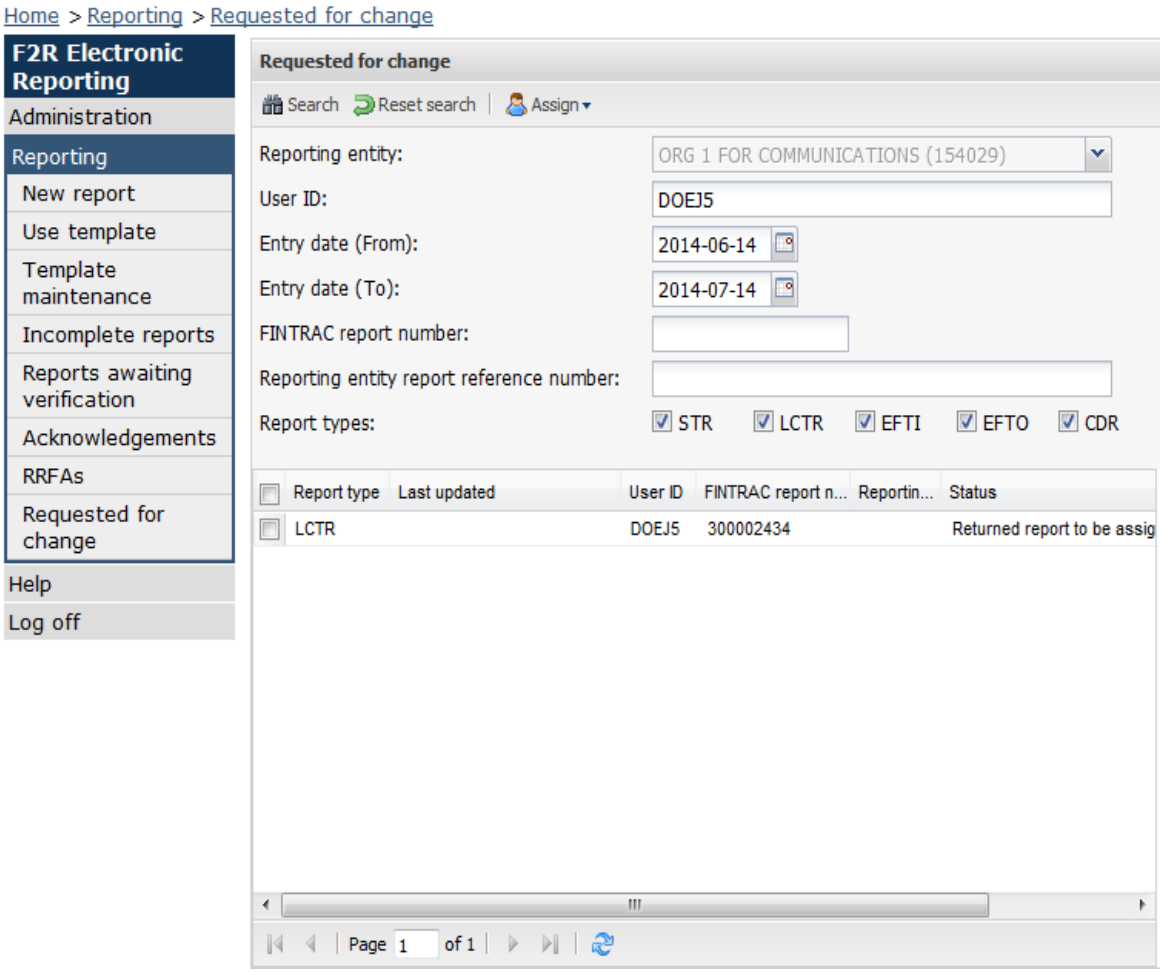
You are also prompted to provide, in free text form, an explanation for the changes. These two steps must be completed before the report can be resubmitted to FINTRAC.

7.5.5. Requested for change

The **Request for change** option, as exercised under **Acknowledgements** (see subsection 7.5.3), allows authorized users to request that a previously submitted report be returned by FINTRAC for correction or deletion.

Once the report has been recalled as the result of a **Request for change**, select the **Requested for change** heading under **Reporting**.

Figure 17.



You will start with a list of reports that were received as a result of **Request for change** queries that were transmitted to FINTRAC over the past month.

If that list is too long and you need to narrow the search, enter search criteria such as a more specific date range, or the report type for which you know there are reports awaiting changes. Other criteria that will narrow down the parameters of the search include Reporting entity, User ID, specific FINTRAC report number, or Reporting entity report reference number.

The search is initiated by selecting the **Search** button. This will produce a list of reports that fit the search criteria as in Figure 17.

Depending on your access rights, you will be able to edit or assign any report to another authorized user for revision. To edit the report, select outside the check box. Alternatively, select the check box to the left of the listing, then use the **Assign** button to pass it on to another user.

When you edit the report in question or delete it, you will be asked to provide:

- The action taken, which will be one of:
  - Change
    - Amended
    - No change
  - Delete
    - Duplicate
    - Submitted in error
- A textual explanation of the alterations you made to the report.

8. How to Contact FINTRAC

If you need assistance from FINTRAC regarding F2R, you can contact us by telephone at **1-866-346-8722**. After making your language selection, press "1," and ask to be called back by a FINTRAC representative.

You can also reach us by email at F2R@fintrac-canafe.gc.ca for questions or comments directly relating to F2R.

You can reach FINTRAC by regular mail as follows:

FINTRAC
24th floor, 234 Laurier Avenue West
Ottawa, ON K1P 1H7
CANADA

Attn: Compliance

9. Glossary

Browser

A program (software application) that provides access to various Internet resources.

Character

One of a set of symbols, such as letters, numbers, punctuation marks, or other special characters.

Drop-down menu

Sometimes a field will feature an arrow to the side ( ). When selected, a list of options will "drop down" from the field. Any option item may then be selected to fill-in the field.

Email (electronic mail)

Messages, usually text, sent from one person to another via computer. Email can also be sent automatically to a large number of addresses.

Field

An area for entering specific information on a screen, such as name, address, etc.

Menu

A list of options available to the user of an interactive program.

Program

A computer software application designed to perform a specific set of tasks and functions. F2R is a program.

Prompt

1. A symbol displayed on a screen indicating that the computer is ready to receive input.

2. A message displayed by a program asking for specific input.

Reporting entity

The *Proceeds of Crime (Money Laundering) and Terrorist Financing Act* and associated regulations place obligations on certain persons and entities. These are called "reporting entities." Some of these obligations include reporting financial transactions to FINTRAC.

Screen

The display portion of a computer, or the content of the display portion of a computer.

Scroll

To move the highlight bar through a list one item at a time, using the [↑] and [↓] keys.

Spyware

Software that is secretly installed on a user's computer, and that monitors use of the computer in some way without the user's knowledge or consent. Most spyware tries to get the user to view advertising and/or particular Web pages. Some spyware also sends information about the user to another machine over the Internet.

Window

An area on the screen boxed in by a "frame" (a single or double line) that holds information distinct from the rest of the contents of the screen.

Appendix A - F2R Electronic Access

The computer you use may be vulnerable to viruses and other forms of malicious code including worms, Trojan Horses, keystroke readers, spyware, or online attacks that seek to intercept sensitive information that you provide through the Internet. To reduce the chances of harm, you should ensure that any computer you use to access F2R has up-to-date anti-virus and anti-spyware programs, a firewall, intrusion detection and/or intrusion prevention system, or other security safeguards, as appropriate.

Once you have finished using F2R, we suggest that you clear your browser cache. Information stored in the browser cache is not encrypted, and could be compromised by others. FINTRAC requests that all reporting entities exit F2R using the "Log off" link and close the browser after logging-off.

To help protect against unauthorized access to an F2R secure session, FINTRAC has designed the session to terminate automatically through a timed log off. This will occur automatically after 30 minutes of inactivity in an F2R session. However, any information entered during that session in a report will be automatically saved and available in a future session from the incomplete report list.

FINTRAC uses software programs to monitor network traffic to identify unauthorized attempts to upload or change information, or otherwise cause damage. This software receives and records the Internet Protocol (IP) address of the computer that has contacted our Web site, the date and time of the visit, and the pages visited. We do not attempt to link these addresses with the identity of individuals visiting our site unless an attempt to damage the site has been detected.

FINTRAC uses “cookies” to manage sessions, and only people with a valid cookie in their browser can do business on some of our Web pages. The cookies we use do not allow us to identify individuals, but are essential to access some applications.

To ensure that the pages of the F2R site are secure and confidential, a browser that supports 128-bit Transport Layer Security (TLS) or Secure Sockets Layer (SSL) encryption is required.

TLS and SSL are protocols used for providing a secure channel between your browser and FINTRAC. When either TLS or SSL are in use, they reduce the risk of data being compromised. The two standards have been widely adopted to ensure secure Web communications.